

Introduce the purpose of the call



- "On this call, we are not going to focus on the policy and procedures of a critical incident, but instead we will spend a little time focusing on how you are doing right now. Is that ok?"
- "Typically on our calls, we focus on making sure all the procedures were followed and documented, but we are going to pause and step back to check in with how you are doing, given the recent situation. Would that be ok?"

Provide validation and grounding



- "Wow, that was a busy/stressful day."
- "Let's pause and take a deep breath, today was a bit chaotic."

Provide an emotional check in



- "How are you holding up?"
- "There was a lot going on today, how are you doing?"
- "Let's take a moment and check in about your feeling state right now."
- "How are you really doing/feeling right now?"
- "That was a pretty rough situation. What's going through your mind right now?"

Use Reflective Listening



- "It sounds like you are feeling pretty stressed/overwhelmed."
- "I hear you saying that today was really rough."
- "It sounds like you are feeling both angry and sad about what happened."

Encourage Compassion Satisfaction



- "What is one thing you did really well today?"
- "What is one thing you are really proud of yourself from today?"
- "I know today was difficult, but what is one thing you remember that you did that helped the family/agency today?"

Encourage Self-Care



- “After the adrenaline slows down, sometimes people crash and need time to rest after difficult events like what happened today.”
- “After stressful events, it’s important to be gentle with yourself and take care of your needs.”
- “What are two things you can do for yourself today to take care of your needs?”
- “Who can you contact as a support person to check in on you?”

Signs To Look Out For

Shutting Down



If your staff is shut down and doesn’t provide much additional information on how they are doing, let them know you are here to provide support after a stressful day. If they are still shut down, let them know you can continue this conversation in their next 1:1 once they have had time to process the events of the day.

- “It sounds like you are ready for this day to be over, would you be ok if I check back in with you on our next 1:1 to see how you are doing?”

Dysregulation



If your staff seems to unravel or becomes dysregulated for an extended period on the call, validate, pause, wait and then ask them what supports they can contact to guide them through this difficult time.

- “It sounds like today was especially difficult, who can you contact right now to provide you support for when you get home today?”

